

A woman with long dark hair, wearing a dark plaid trench coat, is looking down at her smartphone. She is smiling slightly and appears to be engaged with the device. The background is a blurred outdoor setting, possibly a city street.

**Order management  
transformation  
for a large NEPC  
customer**

## Client background

### Client name or descriptor (unnamed):

A Finnish multinational telecom, information technology, and consumer electronics company

**Industry:** Telecommunications

**Total annual revenue:** 23 billion euros

**Cost reduction of 65% for order management processes helped improve speed and efficiency at an organizational level**

## Challenges

- Slow and inefficient order entry and order management process
- Stuck with ex-vendor systems and process IPs for running their core processes
- Unstructured input from customers and sales leading to high-volume manual interventions.
- Business spent high amount of time (2-8 hours) for each order processing
- Overall high number of FTEs involvement in order and invoice management
- Need to transform from transactional process to IoT-based upcoming orders
- Immersive Experience – B2B process portal, business activity management, predictive milestone failure alerts.

## Solution

Wipro implemented the following transformation levers as the solution:

- Automation – Integrated process management, robotic process automation, zero touch module, machine learning, cognitive RPA-Blue Prism and automated complaint resolution tool
- Simplification – Common SR catalogs, role standardization, role localization, milestone driven delivery, waste elimination, Lean & Six Sigma
- Intelligence – End to end analytics, domain CoE, real-time dashboards, sales through service prediction, CSAT, chat-bot assistance.





## Business impact



FTE evolution from 783 as baseline to 239 within a period of 3 years



Enabled process and reporting as a service for markets



Reduced unstructured order processing time from hours to few minutes



Setup roadmap for IoT orders and self-service marketplace



Wipro MAS Consulting team proactively reviewed customer's 'as-is' order management landscape, helped create a business case; and realized a solution roadmap, which has resulted in immediate operational efficiency and long-term digital transformation. Key solution levers used were process mining, harmonization, AI-powered process automation and 'end to end' process visibility.

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